

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2642

Examiner Thjuan P. Knowlin

In Re: Dan Kikinis et al.
Case: P3233D1
Serial No.: 09/387,616
Filed: August 31, 1999
Subject: Method and Apparatus for Providing an Interactive Home Agent with
Access to Call Center Functionality and Resources

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir:

**Amendment After Final
Under 37 CFR 1.116**